

<b>Committee:</b> Community and Children's Services	<b>Dated:</b> 23/01/2023
<b>Subject:</b> Draft 2023 – 2027 Carers Strategy for consultation	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	2, 3, 4
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>N/A</b>
<b>Report of:</b> Clare Chamberlain, Interim Executive Director of Community and Children's Services	<b>For Decision</b>
<b>Report author:</b> Zoe Dhami, Strategy and Project Officer, Community and Children's Services	

## Summary

The City of London Corporation is developing a new Carers Strategy for 2023–2027.

This report sets out a draft of the strategy and outlines the engagement that has taken place to develop the strategy. Members are asked to approve taking the draft out to wider consultation.

## Recommendation

Members are asked to:

- Approve the current draft Carers Strategy 2023–2027 for consultation.

## Main Report

### Background

1. This report builds on previous reports provided to Members on how the City of London Corporation is supporting unpaid carers in the Square Mile, and the plans to develop a new Carers Strategy for 2023–2027.
2. During the development period of the strategy, ongoing work has continued around unpaid carers through the Carers Strategy Implementation Group (CSIG). This includes the development of a pilot – Carer Connections – (currently underway) to provide a specific carers' support service and the reworking of City of London Corporation website pages to make sure they are relevant and easy to understand for carers.

3. The CSIG includes six unpaid carers to ensure that the carer voice is heard, and this group has been integral in helping shape the Strategy's development.
4. Unpaid caring roles remain a key issue. The pandemic had a specific impact on caring, and national figures show that the number of carers is still higher than pre-pandemic levels although have fallen since the height of the pandemic. There are now an estimated 10.58 million carers across the UK – one in five adults.
5. New figures on unpaid carers from the 2021 census are due to be released in January 2023. This will include figures on the number of people in the City of London who consider themselves to be carers. Figures from 2011 showed that there were more than 500 self-identifying carers in the City of London. At the end of 2022, 44 unpaid carers were receiving direct or indirect support from Adult Social Care. It should be noted that not all carers will want to identify themselves for support or services. There may also be some people who do not identify themselves as carers and so may not be asking for support that would be helpful to them. One of the proposed outcomes of the new strategy is that a wide range of services can identify potential unpaid carers and provide information on how they can access support.

## **Current Position**

6. The draft vision and outcomes for the Carers Strategy are as follows:

### **Vision:**

Unpaid carers in the City of London, of all ages, are recognised for their valuable role, given the respect they deserve, and supported through the complexities of the caring journey.

### **Outcome 1:**

Carers are recognised and identified by health, social, community and housing services.

### **Outcome 2:**

Carers have the information they need to look after the person they care for, and to look after themselves.

### **Outcome 3:**

City of London Corporation community services offer practical and emotional expertise to support carers at any stage of caring.

### **Outcome 4:**

Carers are treated as the experts they are.

7. The draft has been developed with the following engagement:
  - September 2020 – a report on carer experiences before and during the pandemic was shared with the City of London Corporation.

- December 2020 – Adult Social Care spoke with 31 unpaid carers about the support they receive, their health and wellbeing, experience during the pandemic, and general feedback.
  - Start of 2021 – The Carer Strategy Implementation Group (CSIG) meets every 12 weeks. The group includes: six unpaid carers in the City of London; Adult Social Care; Children's Social Care; Commissioning; Department of Community and Children's Services (DCCS) communications; City Connections; and, since the end of 2022, Carers Centre Tower Hamlets (who are delivering the Carer Connections pilot).
  - October 2021 – An internal audit was undertaken to provide assurance on the process and quality of Carers' Assessments in Adult Social Care.
  - Spring 2021 – 23 carers were interviewed via video calls and telephone, to discuss practical elements they would like support with as an unpaid carer, and to gain ideas on how to improve provision for carers in the City of London.
  - During 2021 a peer researcher programme survey had 20 respondents that identified as a carer.
  - Spring 2022 – The Survey of Adult Carers in England (SACE) had 23 carer respondents who were known to Adult Social Care in the City of London.
  - Desk research was undertaken for national reports.
8. The strategy will be based on a new streamlined format endorsed through the Children and Young People's Plan, signed off at the end of 2022.

### **Next steps**

9. Once approved by Members, this draft will go out to consultation. The consultation period will formally begin on 23 January and run for 12 weeks, ending on 17 April 2023. Following any amendments, approval of the final strategy will be sought from Members at the May 2023 Committee meeting.
10. The consultation period will include:
- Stakeholder roundtables with the purpose of:
    - raising awareness of the strategy and securing buy-in
    - sharing ideas with colleagues and providers that do not normally work together
    - fleshing out the possible actions for each outcome.

The number of roundtables will depend on the availability of stakeholders. Each roundtable will have at least one unpaid carer involved.

- An online draft and questionnaire on the City of London Corporation website.
- Advertising the online consultation through stakeholders, including:
  - relevant City Corporation Committees and groups
  - HealthWatch
  - City Connections

- Carer Connections
- City Carers Community
- City Parent Carer Forum.
- Focus groups of unpaid carers that have been identified through the peer researcher programme.
- Emails to residents who have asked to be engaged via email through the peer researcher programme.
- Attending City Connections and Carer Connections meetings and drop-ins in person, where possible.
- Peer researcher survey responses.

11. Consultation will focus on:

- the proposed vision and outcomes
- the proposed action plan focus areas.

12. Although the action plan will be finalised after the strategy has been approved, specific actions will inevitably come up throughout the consultation period. This will enable stakeholders to share accountability for fulfilling the actions and such discussions can ensure greater buy-in from stakeholders prior to the final strategy being signed off.

## **Corporate & Strategic Implications**

### **Strategic implications**

13. The Carers Strategy will directly support the achievement of the following outcomes set out in the City Corporation's Corporate Plan 2018–23:

- People enjoy good health and wellbeing (outcome 2)
- People have equal opportunities to enrich their lives and reach their full potential (outcome 3)
- Communities are cohesive and have the facilities they need (outcome 4).

14. This strategy sits below the DCCS Business Plan 2017–22. It contributes to the plan's delivery by mirroring its five priorities and applying them to the specific needs of our population of carers.

15. The strategy will also support:

- Early Years Strategy
- Joint Health and Wellbeing Strategy.

### **Financial implications**

16. None

## **Resource implications**

17. There are no current resource implications of the strategy itself, but there may be future implications depending on the actions identified by the strategy.

## **Legal implications**

18. None

## **Risk implications**

19. None

## **Equalities implications**

20. Equalities considerations have been considered throughout the strategy development process and an Equalities Impact Assessment will be shared with Members with the final version of the strategy.

21. Demographic analysis from the Census 2021 will also allow identification of any specific equality issues arising.

## **Climate implications**

22. None

## **Security implications**

23. None

## **Conclusion**

24. Members are asked to approve the draft Carers Strategy 2023–2027 for consultation. The draft strategy has been produced with unpaid carers in the City of London, and the consultation period will ensure that all necessary stakeholders have the opportunity to review and shape the strategy.

## **Appendices**

- Appendix 1 – Draft 2023 – 2027 Carer Strategy

## **Zoe Dhami**

Strategy and Project Officer  
Department of Community and Children's Services

T: 020 7332 3002

E: [Zoe.Dhami@cityoflondon.gov.uk](mailto:Zoe.Dhami@cityoflondon.gov.uk)